

Performance Measurement No 1 - Exchange Access Success(%) Completion According to Desired Due Date
(measured in percentage)

Product	Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-01	Feb-01	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
Arkansas Results																			
DS1	BOC & Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	92.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	87.50%
DS1	Non-Affiliates	66.67%	100.00%	71.43%	90.00%	83.33%	71.43%	86.06%	100.00%	71.43%	80.00%	66.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.77%
DS1	Difference	33.33%	0.00%	28.57%	10.00%	9.55%	13.04%	-28.57%	0.00%	4.66%	-20.00%	-31.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	8.27%
DS1	BOC & Affiliates	100.00%	100.00%	100.00%	100.00%	92.59%	96.77%	94.78%	100.00%	96.94%	100.00%	96.08%	78.05%	95.17%	96.40%	98.84%	90.70%	98.84%	95.70%
DS1	Non-Affiliates	78.84%	77.48%	81.08%	92.49%	87.37%	91.12%	90.80%	73.31%	88.44%	84.79%	85.11%	94.06%	93.60%	94.06%	93.60%	89.06%	89.06%	89.06%
DS1	Difference	-21.60%	-22.52%	-18.92%	-0.10%	-9.40%	-5.66%	-6.14%	-13.04%	-7.64%	-6.74%	-9.66%	-2.34%	-5.24%	-7.73%	-7.73%	-7.73%	-7.73%	-7.73%
DS0	BOC & Affiliates	94.12%	100.00%	88.24%	100.00%	100.00%	94.74%	100.00%	89.29%	90.91%	94.74%	91.33%	91.33%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DS0	Non-Affiliates	80.65%	77.55%	81.25%	82.46%	84.78%	85.11%	85.71%	73.56%	81.16%	79.37%	75.00%	78.75%	94.39%	91.82%	91.82%	91.82%	91.82%	91.82%
DS0	Difference	1.47%	22.45%	-6.99%	-17.34%	15.22%	-9.63%	-14.29%	-15.73%	-9.75%	-15.17%	-15.17%	-14.33%	-14.33%	-14.33%	-14.33%	-14.33%	-14.33%	-4.04%
Kansas Results																			
DS1	BOC & Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	90.91%
DS1	Non-Affiliates	96.00%	87.50%	85.29%	100.00%	91.13%	71.88%	77.78%	72.73%	83.33%	78.57%	95.00%	75.00%	92.86%	89.29%	81.25%	93.33%	90.91%	90.91%
DS1	Difference	-4.00%	-12.50%	-14.71%	0.00%	10.00%	6.67%	-28.12%	-27.22%	-16.67%	-21.43%	-5.00%	-15.00%	-7.14%	-6.29%	-14.58%	6.67%	0.00%	0.00%
DS1	BOC & Affiliates	94.51%	90.27%	96.49%	95.12%	95.65%	93.68%	97.50%	90.76%	93.02%	93.33%	97.20%	94.79%	99.53%	98.94%	100.00%	93.48%	96.92%	100.00%
DS1	Non-Affiliates	82.51%	88.50%	79.64%	80.30%	91.49%	85.04%	87.87%	77.41%	87.39%	91.41%	88.24%	82.93%	87.26%	70.47%	75.68%	84.57%	93.13%	87.73%
DS1	Difference	-11.98%	-1.77%	-16.83%	-14.83%	-4.21%	-8.64%	-9.61%	-13.55%	-5.63%	-1.92%	-8.96%	-11.86%	-12.27%	-28.47%	-24.34%	-8.91%	3.79%	12.27%
DS0	BOC & Affiliates	96.15%	95.24%	100.00%	100.00%	100.00%	99.01%	98.29%	100.00%	98.81%	98.21%	100.00%	93.22%	98.59%	100.00%	100.00%	91.67%	98.89%	98.89%
DS0	Non-Affiliates	81.97%	88.28%	83.78%	91.18%	87.74%	89.29%	96.30%	91.94%	90.57%	93.22%	84.91%	80.23%	81.97%	79.27%	83.82%	84.81%	90.68%	94.61%
DS0	Difference	-14.18%	6.96%	-16.22%	-8.82%	-12.26%	-10.71%	-2.71%	-6.35%	-9.43%	-5.55%	-13.30%	-18.77%	-11.25%	-19.32%	-16.18%	-15.19%	-9.99%	5.72%
Missouri Results																			
DS1	BOC & Affiliates	100.00%	100.00%	94.67%	94.12%	98.23%	100.00%	82.22%	100.00%	82.22%	100.00%	82.22%	100.00%	92.31%	80.00%	66.67%	100.00%	66.67%	100.00%
DS1	Non-Affiliates	91.57%	74.16%	66.67%	69.66%	70.66%	75.64%	-27.56%	-24.35%	-13.30%	-17.31%	-15.97%	-23.74%	-14.43%	-3.73%	-1.594%	6.66%	6.66%	6.66%
DS1	Difference	-8.43%	-23.64%	-28.00%	-4.46%	-28.00%	-4.46%	-27.56%	-24.35%	-13.30%	-17.31%	-15.97%	-23.74%	-14.43%	-3.73%	-1.594%	-1.594%	-1.594%	-1.594%
DS1	BOC & Affiliates	90.61%	94.44%	95.41%	99.27%	96.63%	91.23%	98.96%	90.67%	77.50%	81.73%	88.43%	95.02%	94.40%	99.29%	94.12%	94.12%	94.12%	94.12%
DS1	Non-Affiliates	91.52%	84.70%	83.91%	88.86%	89.78%	81.21%	80.29%	81.73%	88.43%	87.59%	87.59%	87.59%	87.59%	87.59%	84.60%	89.01%	84.60%	84.60%
DS1	Difference	0.91%	-9.74%	-11.50%	-10.41%	-6.83%	-12.02%	-18.67%	-18.67%	-18.67%	-18.67%	-18.67%	-18.67%	-18.67%	-18.67%	-9.89%	-9.89%	-9.89%	-9.89%
DS0	BOC & Affiliates	100.00%	96.00%	77.78%	100.00%	100.00%	72.71%	86.36%	85.71%	85.19%	85.19%	96.00%	94.12%	100.00%	98.41%	100.00%	98.41%	100.00%	98.41%
DS0	Non-Affiliates	89.13%	91.90%	88.81%	83.42%	77.59%	78.76%	79.00%	78.37%	90.81%	81.46%	92.36%	84.32%	92.36%	92.36%	84.16%	92.36%	92.36%	92.36%
DS0	Difference	-10.17%	-4.10%	11.03%	-16.38%	-22.41%	-16.03%	-7.36%	-7.36%	-7.36%	-7.36%	-7.36%	-7.36%	-7.36%	-7.36%	-14.83%	-14.83%	-14.83%	-14.83%

**Performance Measurement No. 1 - Exchange Access
Successful Completion According to Desired Due Date
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Product	Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	
Oklahoma Results																				
DS1	BOC & Affiliates	87.50%	66.67%	100.00%	60.00%	100.00%	100.00%	85.71%	100.00%	94.74%	85.71%	100.00%	75.00%	57.14%	100.00%	100.00%	100.00%	100.00%		
DS1	Non-Affiliates	80.93%	94.12%	72.92%	75.86%	83.33%	80.77%	76.00%	89.11%	81.33%	93.75%	85.00%	85.71%	91.18%	83.33%	74.07%	70.37%	74.07%	29.63%	
	Difference	6.55%	27.45%	-27.08%	15.86%	-16.67%	19.23%	6.71%	-10.87%	-11.41%	8.04%	15.00%	5.94%	-6.82%	16.67%	8.33%	16.93%	25.93%		
DS1	BOC & Affiliates	85.54%	95.24%	87.50%	94.57%	86.05%	87.80%	95.71%	96.39%	94.26%	83.33%	95.97%	98.46%	92.39%	91.94%	96.67%	97.32%	97.51%	96.43%	
DS1	Non-Affiliates	78.30%	73.04%	81.14%	87.44%	89.37%	84.41%	74.24%	79.01%	86.19%	80.77%	82.86%	85.87%	79.24%	90.47%	90.96%	81.46%	89.14%	80.36%	
	Difference	-7.24%	-22.20%	-6.36%	-7.13%	3.32%	-3.39%	-11.47%	-17.38%	-7.67%	-3.56%	-1.11%	-12.59%	-1.31.5%	-1.47%	-3.71%	-15.86%	-8.19%	-16.07%	
DS0	BOC & Affiliates	94.44%	94.74%	75.00%	100.00%	94.12%	100.00%	94.54%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.83%	100.00%	96.00%	100.00%	
DS0	Non-Affiliates	85.33%	82.95%	84.21%	90.00%	83.01%	84.78%	90.53%	80.95%	81.37%	77.97%	89.47%	79.22%	70.76%	79.45%	90.48%	73.91%	94.79%	75.49%	
	Difference	-9.09%	11.79%	9.21%	-10.00%	17.21%	-15.22%	-19.03%	-18.63%	-22.03%	10.53%	-14.17%	-20.24%	-18.05%	-0.52%	-23.97%	5.21%	-20.31%		
Texas Results																				
DS1	BOC & Affiliates	91.78%	87.67%	82.35%	98.80%	94.25%	96.77%	94.92%	98.25%	96.46%	89.90%	91.46%	97.01%	93.18%	91.75%	91.94%	81.08%	87.88%	92.00%	
DS1	Non-Affiliates	91.51%	92.67%	93.06%	86.11%	89.21%	80.34%	83.31%	79.77%	83.85%	81.43%	72.27%	61.11%	77.39%	81.78%	71.50%	64.55%	90.00%	84.16%	
	Difference	-0.21%	5.60%	10.71%	17.69%	-5.04%	-16.23%	-11.39%	-18.48%	-12.61%	-1.47%	-19.19%	-35.90%	-15.79%	11.97%	20.44%	-16.51%	2.12%	-7.82%	
DS1	BOC & Affiliates	82.07%	81.59%	83.36%	91.38%	92.06%	91.95%	75.59%	81.22%	73.25%	63.97%	74.82%	72.94%	88.06%	81.01%	88.26%	90.77%	88.22%	89.72%	
DS1	Non-Affiliates	79.85%	81.91%	80.14%	87.07%	84.49%	86.01%	86.91%	85.02%	84.46%	87.35%	84.12%	80.99%	81.49%	88.12%	82.57%	82.27%	87.03%	82.56%	
	Difference	2.22%	0.17%	-5.22%	-4.37%	7.57%	5.94%	10.89%	3.80%	11.21%	2.08%	9.50%	8.03%	-6.57%	7.11%	-5.69%	-8.50%	-1.19%	-7.16%	
DS0	BOC & Affiliates	92.11%	84.62%	81.50%	82.93%	99.32%	95.74%	90.70%	93.94%	93.13%	93.00%	92.86%	92.59%	91.53%	93.52%	95.31%	98.91%	95.00%	100.00%	
DS0	Non-Affiliates	79.85%	81.91%	80.14%	87.07%	84.49%	86.01%	92.90%	88.20%	91.29%	91.45%	92.92%	72.86%	73.06%	79.25%	83.61%	74.18%	89.45%	85.27%	
	Difference	-12.26%	-2.71%	-7.36%	-5.83%	9.23%	2.20%	-5.74%	-4.01%	-1.53%	0.06%	-19.73%	-14.27%	-11.70%	-18.47%	-14.27%	-24.73%	3.55%	-14.73%	

Performance Measurement No 1 - Exchange Access
Successful Completion According to Desired Due Date
(measured in percentage)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Arkansas Results						
DS3 BOC & Other Affiliates	100.00%	100.00%	94.74%	88.24%	100.00%	63.16%
DS3 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	50.00%
DS3 Non-Affiliates	\$4.91%	90.91%	90.00%	91.30%	68.18%	88.46%
Difference - Non-affiliates less BOC & Other Affiliates	-16.00%	-9.00%	-4.74%	3.06%	11.82%	25.30%
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	37.41%
DS1 BOC & Other Affiliates	95.18%	100.00%	100.00%	99.27%	97.58%	100.00%
DS1 Section 272 Affiliates	77.78%	100.00%	90.00%	85.71%	90.00%	100.00%
DS1 Non-Affiliates	90.40%	81.90%	86.01%	93.67%	88.47%	84.05%
Difference - Non-affiliates less BOC & Other Affiliates	4.78%	-16.04%	-13.90%	-3.66%	9.11%	-15.94%
Difference - Non-affiliates less Section 272 Affiliates	12.62%	-18.04%	-3.90%	7.96%	-1.53%	-15.94%
DS0 BOC & Other Affiliates	100.00%	100.00%	93.75%	88.33%	100.00%	100.00%
DS0 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	84.13%	94.78%	93.18%	90.18%	73.61%	79.12%
Difference - Non-affiliates less BOC & Other Affiliates	-15.87%	-5.24%	0.57%	1.85%	-26.19%	-20.88%
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
California Results						
DS3 BOC & Other Affiliates	\$1.58%	86.96%	77.50%	91.60%	83.51%	87.50%
DS3 Section 272 Affiliates	n/a	n/a	66.67%	100.00%	n/a	n/a
DS3 Non-Affiliates	74.66%	73.23%	72.94%	76.60%	76.53%	68.12%
Difference - Non-affiliates less BOC & Other Affiliates	-8.92%	-13.73%	-4.56%	-15.00%	6.98%	-19.34%
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	6.27%	-23.40%	n/a	n/a
DS1 BOC & Other Affiliates	96.51%	90.10%	90.80%	93.70%	93.13%	88.93%
DS1 Section 272 Affiliates	100.00%	75.76%	81.18%	86.21%	82.41%	71.60%
DS1 Non-Affiliates	84.81%	R2.59%	84.42%	84.42%	86.21%	84.01%
Difference - Non-affiliates less BOC & Other Affiliates	-11.70%	-7.51%	-6.36%	-9.28%	-6.86%	-4.87%
Difference - Non-affiliates less Section 272 Affiliates	-15.19%	6.87%	3.24%	-1.70%	3.84%	12.48%
DS0 BOC & Other Affiliates	92.13%	75.00%	80.40%	82.20%	94.22%	80.73%
DS0 Section 272 Affiliates	n/a	100.00%	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	\$1.60%	81.49%	85.37%	79.83%	87.30%	88.81%
Difference - Non-affiliates less BOC & Other Affiliates	-8.53%	6.40%	4.88%	-2.46%	-6.88%	8.08%
Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a

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Product Family	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Kansas Results						
DS1 BOC & Other Affiliates	100 00%	100 00%	100 00%	98 89%	100 00%	100 00%
DS3 Section 272 Affiliates	n/a	n/a	100 00%	n/a	n/a	n/a
DS3 Non-Affiliates	87 50%	61 54%	81 82%	61 54%	81 41%	81 33%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-12 50%	-18 46%	-18 18%	-17 35%	-17 59%	-16 67%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
DS1 BOC & Other Affiliates	99 32%	97 95%	100 00%	98 15%	98 85%	99 36%
DS1 Section 272 Affiliates	97 50%	94 12%	91 30%	90 91%	100 00%	94 29%
DS1 Non-Affiliates	88 77%	91 80%	92 45%	84 92%	89 40%	89 40%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-10 55%	-4 15%	10 55%	-6 11%	14 03%	0 04%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	1 27%	0 32%	1 83%	2 13%	1 5 18%	-4 89%
DS0 BOC & Other Affiliates	100 00%	100 00%	100 00%	100 00%	100 00%	100 00%
DS0 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	87 50%	89 47%	65 38%	79 17%	80 00%	90 81%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-12 50%	-10 55%	-14 61%	-20 83%	-20 00%	-3 19%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
Missouri Results						
DS3 BOC & Other Affiliates	100 00%	100 00%	100 00%	100 00%	86 54%	100 00%
DS3 Section 272 Affiliates	n/a	100 00%	n/a	100 00%	n/a	n/a
DS3 Non-Affiliates	90 57%	85 92%	86 11%	85 39%	87 72%	72 95%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-9 43%	-14 08%	-13 89%	-14 61%	1 18%	-27 01%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
DS1 BOC & Other Affiliates	100 00%	100 00%	96 45%	88 24%	96 25%	82 95%
DS1 Section 272 Affiliates	n/a	96 00%	84 62%	100 00%	86 67%	91 25%
DS1 Non-Affiliates	84 76%	88 33%	87 12%	89 65%	87 31%	86 32%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-15 81%	-11 67%	-9 33%	1 41%	-8 94%	3 37%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	1 41%	-7 67%	2 50%	-10 35%	0 64%	-4 93%
DS0 BOC & Other Affiliates	100 00%	96 67%	100 00%	100 00%	91 80%	88 10%
DS0 Section 272 Affiliates	n/a	n/a	n/a	75 00%	100 00%	n/a
DS0 Non-Affiliates	80 67%	86 76%	68 31%	76 42%	82 35%	82 86%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-19 33%	-9 91%	-31 63%	-23 38%	-9 34%	-3 24%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	7 35%	-17 14%

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Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Nevada Results						
DS1 BOC & Other Affiliates					n/a	100.00%
DS3 Section 272 Affiliates					n/a	n/a
DS3 Non-Affiliates					n/a	83.33%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>					n/a	16.67%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>					n/a	n/a
DS1 BOC & Other Affiliates			100.00%	100.00%		
DS1 Section 272 Affiliates			100.00%	100.00%		
DS1 Non-Affiliates			q3 80%	q7 90%		
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>			-6.20%	-1.210%		
<i>Difference - Non-affiliates less Section 272 Affiliates</i>			-6.20%	-1.210%		
DS0 BOC & Other Affiliates			100.00%	n/a		
DS0 Section 272 Affiliates			n/a	n/a		
DS0 Non-Affiliates			87.80%	84.38%		
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>			/2.20%	n/a		
<i>Difference - Non-affiliates less Section 272 Affiliates</i>			n/a	n/a		
Oklahoma Results						
DS1 BOC & Other Affiliates	94.44%	100.00%	100.00%	100.00%	100.00%	100.00%
DS3 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3 Non-Affiliates	90.24%	90.00%	86.05%	86.67%	84.00%	60.71%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-4.20%	-1.00%	-13.95%	-13.33%	-16.00%	39.29%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	36.67%	n/a	n/a	n/a
DS1 BOC & Other Affiliates	96.58%	93.71%	98.58%	91.65%	94.62%	94.44%
DS1 Section 272 Affiliates	90.00%	100.00%	100.00%	100.00%	60.00%	100.00%
DS1 Non-Affiliates	92.20%	86.12%	87.69%	85.80%	84.47%	83.30%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-4.58%	-7.61%	-10.80%	-7.85%	-10.13%	-11.14%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	2.20%	-13.88%	-12.31%	14.20%	24.47%	-16.70%
DS0 BOC & Other Affiliates	82.86%	91.69%	96.67%	94.44%	81.25%	96.00%
DS0 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	79.66%	86.27%	65.15%	84.78%	73.81%	77.19%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-3.20%	-7.42%	-31.52%	-9.66%	-7.44%	-18.81%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a

**Performance Measurement No 1 - Exchange Access
Successful Completion According to Desired Due Date
(measured in percentage)**

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Texas Results						
DS3 BOC & Other Affiliates						
DS3 Section 272 Affiliates	94.44%	100.00%	95.00%	84.75%	100.00%	98.62%
DS3 Non-Affiliates	83.33%	100.00%	25.00%	n/a	100.00%	n/a
Difference - Non-affiliates less BOC & Other Affiliates	78.10%	77.63%	77.73%	R2.00%	75.14%	R2.74%
Difference - Non-affiliates less Section 272 Affiliates	-16.14%	-22.37%	-17.27%	-2.35%	-24.86%	-15.80%
Difference - Non-affiliates less Section 272 Affiliates	.303%	-22.37%	12.73%	n/a	-24.86%	n/a
DS1 BOC & Other Affiliates						
DS1 Section 272 Affiliates	96.58%	93.73%	94.61%	95.07%	90.81%	91.18%
DS1 Non-Affiliates	83.33%	92.86%	83.12%	82.11%	74.81%	82.50%
Difference - Non-affiliates less BOC & Other Affiliates	85.77%	86.03%	85.23%	85.20%	82.04%	85.33%
Difference - Non-affiliates less Section 272 Affiliates	-11.27%	-7.70%	9.38%	-9.87%	8.79%	-5.85%
Difference - Non-affiliates less Section 272 Affiliates	2.04%	6.81%	2.11%	-3.91%	7.23%	2.83%
DS0 BOC & Other Affiliates						
DS0 Section 272 Affiliates	82.86%	93.60%	96.34%	92.00%	90.12%	85.71%
DS0 Non-Affiliates	n/a	100.00%	n/a	n/a	n/a	n/a
Difference - Non-affiliates less BOC & Other Affiliates	78.27%	83.65%	77.82%	71.68%	76.49%	91.12%
Difference - Non-affiliates less Section 272 Affiliates	-4.59%	-10.04%	-18.52%	-20.32%	-13.63%	7.81%
Difference - Non-affiliates less Section 272 Affiliates	n/a	-16.31%	n/a	n/a	n/a	n/a

Performance Measurement No 2 - Exchange Access
Time from BOC Promised Due Date to circuit Being Placed in Service
 (measured in terms of percentage installed within each successive 24 hour period, until 95% installation completed)

Product Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
Kansas Results																		
Due Date Percentage Met																		
DS3																		
BOC & Affiliates																		
DS3																		
Non-Affiliates																		
Difference																		
DS1																		
BOC & Affiliates																		
DS1																		
Non-Affiliates																		
Difference																		
DS0																		
BOC & Affiliates																		
DS0																		
Non-Affiliates																		
Difference																		
Number of Days after Due Date that 95% was achieved																		
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BOC & Affiliates																		
DS1																		
Non-Affiliates																		
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BOC & Affiliates																		
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Non-Affiliates																		
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BOC & Affiliates																		
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 (19) (20)

Performance Measurement No 2 - Exchange Access
Time from BOC Promised Due Date to circuit Being Placed In Service
 (measured in terms of percentage installed within each successive 24 hour period, until 95% installation completed)

Product Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
Arkansas Results																		
Due Date Percentage Met																		
DS1 BOC & Affiliates																		
DS1 Non-Affiliates																		
Difference																		
DS1 BOC & Affiliates																		
DS1 Non-Affiliates																		
Difference																		
DS0 BOC & Affiliates																		
DS0 Non-Affiliates																		
Difference																		
Number of Days after Due Date that 95% was achieved																		
DS3 BOC & Affiliates																		
DS3 Non-Affiliates																		
Difference																		
DS1 BOC & Affiliates																		
DS1 Non-Affiliates																		
Difference																		
DS0 BOC & Affiliates																		
DS0 Non-Affiliates																		
Difference																		

Performance Measurement No 2 - Exchange Access
Time from BOC Promised Due Date to circuit Being Placed in Service
(measured in terms of percentage installed within each successive 24 hour period, until 95% installation completed)

Product Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
Oklahoma Results																		
Due Date Percentage Met																		
DS3 BOC & Affiliates																		
DS1 Non-Affiliates																		
<i>Difference</i>																		
DS1 BOC & Affiliates																		
DS1 Non-Affiliates																		
<i>Difference</i>																		
DS0 BOC & Affiliates																		
DS0 Non-Affiliates																		
<i>Difference</i>																		
Number of Days after Due Date that 95% was achieved																		
DS3 BOC & Affiliates																		
DS3 Non-Affiliates																		
<i>Difference</i>																		
DS1 BOC & Affiliates																		
DS1 Non-Affiliates																		
<i>Difference</i>																		
DS0 BOC & Affiliates																		
DS0 Non-Affiliates																		
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Performance Measurement No 2 - Exchange Access
Time from ROC Promised Due Date to circuit Being Placed in Service
 (measured in terms of percentage installed within each successive 24 hour period until 95% installation completed)

Product Family	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	
Texas Results																			
Due Date Percentage Met																			
DS3 • BOC & Affiliates																			
DS3	89.00%	89.13%	88.57%	98.81%	98.85%	100.00%	96.72%	100.00%	98.26%	90.57%	94.19%	98.59%	100.00%	97.30%	96.77%	100.00%	100.00%	98.08%	
DS3 • Non-Affiliates	90.10%	90.70%	100.00%	98.53%	98.55%	100.00%	98.89%	100.00%	99.66%	90.55%	95.45%	99.15%	99.18%	92.71%	99.48%	99.60%	99.60%	98.39%	
Difference	-1.10%	-1.57%	-1.43%	-0.38%	-0.39%	0.00%	-0.30%	-0.00%	-1.28%	-1.17%	-1.40%	-R 9%	-R 20%	-0.87%	-1.88%	-0.52%	-0.40%	-1.69%	
DS1 • BOC & Affiliates																			
DS1	90.40%	92.13%	93.06%	96.77%	98.22%	96.89%	97.63%	94.29%	76.71%	69.08%	95.28%	96.01%	97.22%	95.41%	98.28%	95.11%	95.15%	94.52%	
DS1 • Non-Affiliates	96.20%	96.21%	96.05%	97.51%	97.58%	98.18%	98.13%	96.87%	98.26%	97.70%	97.93%	97.02%	95.75%	95.75%	92.99%	97.42%	96.94%	95.95%	
Difference	5.80%	4.08%	2.99%	0.74%	-0.44%	-1.49%	-0.70%	-0.70%	2.58%	2.15%	2.63%	-I 0.1%	-I 4.7%	-I 0.1%	0.63%	5.29%	2.31%	1.79%	0.41%
DS0 • BOC & Affiliates																			
DS0	91.89%	82.50%	81.87%	85.43%	96.67%	95.24%	99.24%	100.00%	98.18%	94.68%	97.67%	100.00%	95.00%	98.18%	97.69%	99.29%	96.11%	100.00%	
DS0 • Non-Affiliates	97.86%	97.29%	96.86%	97.82%	98.67%	99.12%	97.18%	99.05%	98.57%	98.11%	98.43%	98.05%	98.50%	98.19%	98.39%	97.31%	92.50%	92.50%	
Difference	5.97%	14.79%	12.99%	12.40%	2.00%	-1.94%	3.88%	-1.94%	-0.92%	0.39%	3.45%	-I 9.2%	-I 7.65%	-I 1.92%	-I 5.57%	0.50%	-10.90%	-7.50%	-7.50%
Number of Days after Due Date that 95% was achieved																			
DS3 • BOC & Affiliates																			
DS3	4	3	3	-	-	-	-	-	-	-	-	-	-	7	1	-	-	-	
DS3 • Non-Affiliates	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Difference	4	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DS1 • BOC & Affiliates																			
DS1	4	2	2	-	-	-	-	-	-	-	-	-	-	10	19	-	-	-	
DS1 • Non-Affiliates	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Difference	4	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DS0 • BOC & Affiliates																			
DS0	2	8	5	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	
DS0 • Non-Affiliates	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Difference	2	8	5	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	
																			(2)

**Performance Measurement No 2 - Exchange Access
Time from BOC Promised Due Date to circuit Being Placed In Service**

(measured in terms of percentage installed within each successive 24 hour period, until 95% installation completed)

Product Entity	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01
Arkansas Results						
Due Date Percentage Met						
DS3 BOC & Other Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	63.16%
DS3 Section 272 Affiliates	n/a	n/a	100.00%	n/a	n/a	100.00%
DS3 Non-Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DS3 Difference - Non-affiliates less BOC & Other Affiliates	0.00%	0.00%	0.00%	0.00%	0.00%	36.84%
DS3 Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	0.00%	n/a	n/a	0.00%
DS1 BOC & Other Affiliates	100.00%	100.00%	100.00%	100.00%	99.19%	100.00%
DS1 Section 272 Affiliates	100.00%	100.00%	100.00%	100.00%	90.00%	100.00%
DS1 Non-Affiliates	100.00%	99.77%	99.66%	99.52%	98.75%	97.15%
DS1 Difference - Non-affiliates less BOC & Other Affiliates	0.00%	-0.23%	-0.14%	-0.48%	-0.46%	2.80%
DS1 Difference - Non-affiliates less Section 272 Affiliates	n/a	0.23%	0.34%	0.48%	8.75%	2.81%
DS0 BOC & Other Affiliates	100.00%	100.00%	93.75%	82.33%	100.00%	n/a
DS0 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	100.00%	100.00%	99.25%	100.00%	100.00%	93.61%
DS0 Difference - Non-affiliates less BOC & Other Affiliates	0.00%	0.00%	5.50%	16.67%	0.00%	-4.40%
DS0 Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
Number of Days after Due Date that 95% was achieved						
DS3 BOC & Other Affiliates	0	0	0	0	0	14
DS3 Section 272 Affiliates	n/a	n/a	0	n/a	n/a	0
DS3 Non-Affiliates	0	0	0	0	0	0
DS3 Difference - Non-affiliates less BOC & Other Affiliates	n/a	n/a	0	n/a	n/a	0
DS3 Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	0	n/a	n/a	0
DS1 BOC & Other Affiliates	0	0	0	0	0	14
DS1 Section 272 Affiliates	0	0	0	0	0	0
DS1 Non-Affiliates	0	0	0	0	0	0
DS1 Difference - Non-affiliates less BOC & Other Affiliates	0	0	0	0	0	0
DS1 Difference - Non-affiliates less Section 272 Affiliates	0	0	0	-1	0	0
DS0 BOC & Other Affiliates	0	0	3	9	0	0
DS0 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	0	0	0	0	0	0
DS0 Difference - Non-affiliates less BOC & Other Affiliates	0	0	-3	-9	0	0
DS0 Difference - Non-affiliates less Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a

**Performance Measurement No 2 : Exchange Access
Time from BOC Promised Due Date to circuit Being Placed in Service**

(measured in terms of percentage installed within each successive 24 hour period, until 95% installation completed)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
California Results						
Due Date Percentage Met						
DS1 BOC & Other Affiliates	98.67%	100.00%	100.00%	99.17%	100.00%	83.33%
DS1 Section 272 Affiliates	n/a	n/a	100.00%	100.00%	100.00%	100.00%
DS3 Non-Affiliates	100.00%	99.63%	100.00%	100.00%	100.00%	75.80%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	<i>.13%</i>	<i>.31%</i>	<i>0.00%</i>	<i>0.83%</i>	<i>0.00%</i>	<i>7.53%</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>0.00%</i>	<i>0.00%</i>	<i>0.00%</i>	<i>.24.20%</i>
DS1 BOC & Other Affiliates	99.38%	99.34%	98.70%	99.13%	97.73%	84.81%
DS1 Section 272 Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	96.49%
DS1 Non-Affiliates	99.21%	98.84%	99.32%	99.54%	98.06%	-1.75%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	<i>.31%</i>	<i>.13%</i>	<i>0.14%</i>	<i>0.19%</i>	<i>0.19%</i>	<i>-1.75%</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>-0.91%</i>	<i>0.79%</i>	<i>1.16%</i>	<i>0.63%</i>	<i>0.44%</i>	<i>13.41%</i>
DS0 BOC & Other Affiliates	98.95%	100.00%	100.00%	99.02%	99.56%	87.71%
DS0 Section 272 Affiliates	n/a	100.00%	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	98.62%	99.82%	99.84%	99.31%	99.78%	94.63%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	<i>-0.33%</i>	<i>-0.18%</i>	<i>-0.16%</i>	<i>0.53%</i>	<i>0.22%</i>	<i>7.17%</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
Number of Days after Due Date that 95% was achieved						
DS1 BOC & Other Affiliates	0	0	0	0	0	0
DS1 Section 272 Affiliates	n/a	n/a	0	0	0	2
DS1 Non-Affiliates	0	0	0	0	0	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>5</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>3</i>
DS1 BOC & Other Affiliates	0	0	0	0	0	0
DS1 Section 272 Affiliates	0	0	0	0	0	0
DS1 Non-Affiliates	0	0	0	0	0	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>3</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>3</i>
DS0 BOC & Other Affiliates	0	0	0	0	0	0
DS0 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	0	0	0	0	0	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>

Performance Measurement No 2 - Exchange Access
Time from BOC Promised Due Date to circuit Being Placed in Service

(measured in terms of percentage installed within each successive 24 hour period, until 95% installation completed)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Kansas Results						
Due Date Percentage Met						
DS1 BOC & Other Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DS3 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3 Non-Affiliates	100.00%	100.00%	100.00%	69.23%	98.55%	96.30%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	0.00%	0.00%	0.00%	-36.77%	1.43%	-3.76%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
DS1 BOC & Other Affiliates	100.00%	100.00%	100.00%	100.00%	99.43%	99.29%
DS1 Section 272 Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DS1 Non-Affiliates	99.68%	99.65%	98.22%	99.48%	97.64%	96.47%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	0.12%	-0.35%	-1.73%	-0.52%	-1.79%	-2.82%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	0.32%	-0.15%	1.78%	0.52%	2.16%	-3.53%
DS0 BOC & Other Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DS0 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	100.00%	100.00%	98.11%	100.00%	97.14%	100.00%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	0.00%	0.00%	1.82%	0.00%	-2.86%	0.00%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
Number of Days after Due Date that 95% was achieved						
DS3 BOC & Other Affiliates	0	0	0	0	0	0
DS3 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS3 Non-Affiliates	0	0	0	4	0	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	0	0	0	4	0	0
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	4	n/a	n/a
DS1 BOC & Other Affiliates	0	0	0	0	0	0
DS1 Section 272 Affiliates	0	0	0	0	0	0
DS1 Non-Affiliates	0	0	0	0	0	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	0	0	0	0	0	0
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a
DS0 BOC & Other Affiliates	0	0	0	0	0	0
DS0 Section 272 Affiliates	n/a	n/a	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	0	0	0	0	0	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	0	0	0	0	0	0
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	n/a	n/a	n/a	n/a	n/a

Performance Measurement No 2 - Exchange Access
Time from BOC Promised Due Date to circuit Being Placed in Service

(measured in terms of percentage installed within each successive 24 hour period, until 95% installation completed)

Product Entity	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01
Nevada Results						
Due Date Percentage Met						
DS3 BOC & Other Affiliates						
DS3 Section 272 Affiliates	n/a	n/a	n/a	n/a	100.00%	n/a
DS3 Non-Affiliates	n/a	n/a	n/a	n/a	66.67%	n/a
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>					.33.33%	
DS1 BOC & Other Affiliates						
DS1 Section 272 Affiliates	100.00%	95.24%	100.00%	100.00%	100.00%	100.00%
DS1 Non-Affiliates	100.00%	100.00%	100.00%	100.00%	95.10%	100.00%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>					0.14%	
<i>Difference - Non-affiliates less Section 272 Affiliates</i>					4.90%	
DS0 BOC & Other Affiliates						
DS0 Section 272 Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DS0 Non-Affiliates	97.56%	93.48%	97.56%	93.48%	-2.44%	-6.52%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>					6.52%	
Number of Days after Due Date that 95% was achieved						
DS3 BOC & Other Affiliates						
DS3 Section 272 Affiliates	n/a	0	n/a	n/a	n/a	n/a
DS3 Non-Affiliates	n/a	8	n/a	n/a	n/a	n/a
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>						
DS1 BOC & Other Affiliates		0	0	0	0	0
DS1 Section 272 Affiliates	0	0	0	0	0	0
DS1 Non-Affiliates	0	0	0	0	0	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>						
DS0 BOC & Other Affiliates		0	0	0	0	0
DS0 Section 272 Affiliates	0	0	0	0	0	0
DS0 Non-Affiliates	0	1	0	0	1	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>						

(measured in terms of percentage time within each successive 2d hour period, until 95% installation completed)

Performance Measurement No 2 - Exchange Access

Time from BOC Promised Due Date to Critical Billing Process in Net/ice

(measured in terms of percentage time within each successive 2d hour period, until 95% installation completed)

Product Entity

Jun-03 Feb-03 Mar-03 Apr-03 May-03 Jun-03

Oklahoma Results

Due Date Percentage Met

DS3 BOC & Other Affiliates

DS3 Section 272 Affiliates

DS3 Non-Affiliates

DS1 BOC & Other Affiliates

DS1 Section 272 Affiliates

DS1 Non-Affiliates

DS0 BOC & Other Affiliates

DS0 Section 272 Affiliates

DS0 Non-Affiliates

DS3 BOC & Other Affiliates

DS3 Section 272 Affiliates

DS3 Non-Affiliates

DS1 BOC & Other Affiliates

DS1 Section 272 Affiliates

DS1 Non-Affiliates

DS0 BOC & Other Affiliates

DS0 Section 272 Affiliates

DS0 Non-Affiliates

DS1 BOC & Other Affiliates

DS1 Section 272 Affiliates

DS1 Non-Affiliates

DS0 BOC & Other Affiliates

DS0 Section 272 Affiliates

DS0 Non-Affiliates

Difference - Non-affiliates less Section 272 Affiliates

Difference - Non-affiliates less BOC & Other Affiliates

Difference - Non-affiliates less Section 272 Affiliates

**Performance Measurement No 2 - Exchange Access
Time from BOC Promised Due Date to Circuit Being Placed In Service**

(measured in terms of percentage installed within each successive 24 hour period, until 95% installation completed)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Texas Results						
Due Date Percentage Met						
DS3 BOC & Other Affiliates	100.00%	100.00%	94.74%	100.00%	100.00%	99.08%
DS3 Section 272 Affiliates	94.12%	100.00%	75.00%	n/a	100.00%	80.00%
DS3 Non-Affiliates	98.16%	97.67%	98.41%	97.85%	94.54%	96.13%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-1.40%	-2.31%	3.67%	2.15%	5.66%	-2.55%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-2.35%	-2.35%	23.41%	n/a	-5.06%	16.13%
DS1 BOC & Other Affiliates	100.00%	98.55%	98.31%	97.81%	98.04%	98.10%
DS1 Section 272 Affiliates	98.26%	97.49%	93.83%	99.01%	79.26%	96.25%
DS1 Non-Affiliates	97.54%	98.21%	97.00%	97.74%	95.50%	97.04%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-2.46%	-0.34%	-1.31%	0.07%	-2.54%	-1.09%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-0.72%	0.72%	3.17%	1.17%	1.624%	0.70%
DS0 BOC & Other Affiliates	89.47%	96.46%	98.75%	96.00%	98.77%	95.44%
DS0 Section 272 Affiliates	n/a	100.00%	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	95.24%	97.64%	95.65%	97.24%	87.61%	98.60%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	5.77%	1.18%	-3.10%	1.24%	1.116%	3.36%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	-2.36%	n/a	n/a	n/a	n/a
Number of Days after Due Date that 95% was achieved						
DS3 BOC & Other Affiliates	0	0	17	0	0	0
DS3 Section 272 Affiliates	13	0	17	n/a	0	1
DS3 Non-Affiliates	0	0	0	0	1	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	0	0	-17	0	1	0
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-13	0	-17	n/a	1	-1
DS1 BOC & Other Affiliates	0	0	0	0	0	0
DS1 Section 272 Affiliates	0	0	3	0	3	0
DS1 Non-Affiliates	0	0	0	0	0	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	0	0	0	0	0	0
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	0	0	-3	0	-3	0
DS0 BOC & Other Affiliates	7	0	0	0	0	0
DS0 Section 272 Affiliates	n/a	0	n/a	n/a	n/a	n/a
DS0 Non-Affiliates	0	0	0	0	2	0
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-7	0	0	0	2	0
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	n/a	0	n/a	n/a	n/a	n/a

Performance Metrics - Order Confirmation													
Order Fulfillment & Shipping													
Customer Experience & Returns													
Period	Entity	Region	Product Type	Order Status	Order Date	Shipped Date	Arrived Date	Return Date	Refund Date	Resolution Date	Feedback Score	Return Rate	Refund Rate
Productivity	DS1	North America	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	4.5	0.05%	0.02%
Efficiency	DS2	Europe	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	4.3	0.04%	0.01%
Accuracy	DS3	Asia-Pacific	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	4.2	0.03%	0.01%
Consistency	DS4	North America	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	4.1	0.02%	0.00%
Flexibility	DS5	Europe	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	4.0	0.01%	0.00%
Scalability	DS6	Asia-Pacific	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	3.9	0.00%	0.00%
Reliability	DS7	North America	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	3.8	0.00%	0.00%
Cost-Effectiveness	DS8	Europe	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	3.7	0.00%	0.00%
Delivery Speed	DS9	Asia-Pacific	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	3.6	0.00%	0.00%
Customer Support	DS10	North America	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	3.5	0.00%	0.00%
Inventory Management	DS11	Europe	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	3.4	0.00%	0.00%
Supplier Integration	DS12	Asia-Pacific	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	3.3	0.00%	0.00%
Quality Control	DS13	North America	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	3.2	0.00%	0.00%
Logistics Optimization	DS14	Europe	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	3.1	0.00%	0.00%
Supply Chain Resiliency	DS15	Asia-Pacific	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	3.0	0.00%	0.00%
Customer Loyalty	DS16	North America	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	2.9	0.00%	0.00%
Product Innovation	DS17	Europe	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	2.8	0.00%	0.00%
Market Expansion	DS18	Asia-Pacific	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	2.7	0.00%	0.00%
Operational Efficiency	DS19	North America	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	2.6	0.00%	0.00%
Strategic Partnerships	DS20	Europe	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	2.5	0.00%	0.00%
Regulatory Compliance	DS21	Asia-Pacific	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	2.4	0.00%	0.00%
Supply Chain Resiliency	DS22	North America	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	2.3	0.00%	0.00%
Logistics Optimization	DS23	Europe	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	2.2	0.00%	0.00%
Product Innovation	DS24	Asia-Pacific	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	2.1	0.00%	0.00%
Market Expansion	DS25	North America	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	2.0	0.00%	0.00%
Operational Efficiency	DS26	Europe	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	1.9	0.00%	0.00%
Strategic Partnerships	DS27	Asia-Pacific	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	1.8	0.00%	0.00%
Supply Chain Resiliency	DS28	North America	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	1.7	0.00%	0.00%
Logistics Optimization	DS29	Europe	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	1.6	0.00%	0.00%
Product Innovation	DS30	Asia-Pacific	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	1.5	0.00%	0.00%
Market Expansion	DS31	North America	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	1.4	0.00%	0.00%
Operational Efficiency	DS32	Europe	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	1.3	0.00%	0.00%
Strategic Partnerships	DS33	Asia-Pacific	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	1.2	0.00%	0.00%
Supply Chain Resiliency	DS34	North America	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	1.1	0.00%	0.00%
Logistics Optimization	DS35	Europe	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	1.0	0.00%	0.00%
Product Innovation	DS36	Asia-Pacific	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	0.9	0.00%	0.00%
Market Expansion	DS37	North America	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	0.8	0.00%	0.00%
Operational Efficiency	DS38	Europe	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	0.7	0.00%	0.00%
Strategic Partnerships	DS39	Asia-Pacific	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	0.6	0.00%	0.00%
Supply Chain Resiliency	DS40	North America	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	0.5	0.00%	0.00%
Logistics Optimization	DS41	Europe	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	0.4	0.00%	0.00%
Product Innovation	DS42	Asia-Pacific	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	0.3	0.00%	0.00%
Market Expansion	DS43	North America	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	0.2	0.00%	0.00%
Operational Efficiency	DS44	Europe	Apparel	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	0.1	0.00%	0.00%
Strategic Partnerships	DS45	Asia-Pacific	Electronics	Placed	2023-01-01	2023-01-05	2023-01-10	2023-01-15	2023-01-20	2023-01-25	0.0	0.00%	0.00%

Performance Measurement No 3 - Exchange Access
Time to Firm Order Confirmation

(measured in terms of percentage received within each successive 24 hour period, until 95% is achieved)

Product Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
Missouri Results																		
% Met In First 24 Hour Period																		
DS3 BOC & Affiliates																		
DS3 Non-Affiliates	50.0%	100.0%	97.6%	96.0%	92.7%	93.5%	93.9%	94.7%	100.0%	84.5%	90.5%	100.0%	90.5%	90.5%	90.5%	90.5%	90.5%	90.5%
Difference	91.7%	91.1%	94.6%	91.9%	96.1%	95.2%	90.8*	77.4%	82.1%	69.8%	68.7%	85.1%	68.8%	85.1%	68.8%	68.8%	68.8%	68.8%
DS1 BOC & Affiliates	50.0%	100.0%	97.6%	96.0%	92.7%	93.5%	93.9%	94.7%	100.0%	84.5%	90.5%	100.0%	90.5%	90.5%	90.5%	90.5%	90.5%	90.5%
DS1 Non-Affiliates	97.9%	98.8%	95.6%	98.4%	97.6%	97.9%	99.1%	95.2%	98.7%	98.4%	100.0%	97.5%	98.4%	100.0%	97.5%	98.4%	98.4%	98.4%
Difference	98.2%	98.6%	99.6%	98.8%	99.0%	99.2%	99.2%	99.2%	98.8%	98.5%	92.3%	95.6%	81.1%	92.3%	81.1%	92.3%	81.1%	92.3%
DS0 BOC & Affiliates	100.0%	72.9%	72.7%	93.8%	96.7%	88.1%	70.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DS0 Non-Affiliates	98.8%	76.2%	68.4%	79.6%	71.5%	80.9%	75.1%	99.3%	98.0%	100.0%	99.1%	100.0%	95.4%	100.0%	97.1%	97.1%	97.1%	97.1%
Difference	-1.2%	3.4%	-4.4%	-14.2%	25.2%	-14.2%	-7.2%	-4.6%	-0.7%	-0.7%	-0.7%	-0.7%	-4.6%	-0.7%	-3.1%	-3.1%	-3.1%	-3.1%
Successive 24 Hour Period																		
when 95% was achieved																		
DS1 BOC & Affiliates																		
DS1 Non-Affiliates	2	1	1	1	1	2	2	3	7	1	11	2	1	1	1	2	1	1
Difference	2	4	2	2	1	1	1	1	1	1	1	6	7	7	7	7	7	4
DS1 BOC & Affiliates	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
DS1 Non-Affiliates	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Difference	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DS0 BOC & Affiliates	1	11	11	3	1	3	11	1	1	1	1	1	1	1	1	1	1	1
DS0 Non-Affiliates	1	11	11	7	11	5	7	1	1	1	1	1	1	1	1	1	1	1
Difference	-	-	-	-	-	(4)	(10)	(2)	-	-	-	-	-	-	-	-	-	-

Performance Measurement No. 3 - Exchange Access
Time to Firm Order Confirmation
 (measured in terms of percentage received within each successive 24 hour period, until 95% is achieved)

Product Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02		
Oklahoma Results																				
% Met In First 24 Hour Period																				
DS1	BOC & Affiliates	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	90.5%	94.4%	98.5%	97.1%	93.8%	99.0%	92.9%	86.7%	92.3%	94.1%		
DS1	Non-Affiliates	91.8%	93.8%	96.3%	89.4%	90.3%	71.4%	97.7%	94.4%	95.7%	77.4%	100.0%	97.0%	78.3%	96.4%	91.4%	88.5%	94.5%	51.7%	
	Difference	-8.2%	-6.2%	-3.7%	-10.6%	-11.1%	-4.8%	-0.3%	-1.3%	-4.0%	-1.9%	-16.3%	-0.0%	-0.2%	-1.3%	-0.1%	-0.9%	-5.7%	-46.3%	
DS1	BOC & Affiliates	100.0%	99.5%	100.0%	98.7%	97.2%	98.4%	97.2%	99.5%	98.6%	97.1%	99.0%	99.3%	100.0%	99.5%	97.9%	100.0%	100.0%	98.0%	
DS1	Non-Affiliates	97.2%	98.2%	98.2%	97.2%	97.2%	98.4%	98.2%	98.2%	97.7%	99.0%	96.3%	94.3%	98.0%	96.3%	97.7%	83.7%	95.3%	90.7%	
	Difference	-2.8%	-1.2%	-1.6%	-1.2%	-1.5%	-0.3%	-0.5%	-0.3%	-1.8%	0.3%	-0.7%	0.2%	0.2%	5.0%	-3.1%	-0.2%	-16.3%	-4.7%	-7.3%
DS0	BOC & Affiliates	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
DS0	Non-Affiliates	100.0%	86.6%	85.5%	78.6%	71.4%	100.0%	100.0%	100.0%	59.2%	69.8%	64.2%	69.7%	63.0%	66.4%	100.0%	98.5%	98.7%	100.0%	
	Difference	0.0%	-13.4%	-14.5%	-21.4%	-14.5%	0.0%	100.0%	100.0%	-26.5%	22.5%	17.9%	21.2%	-35.1%	-18.8%	0.0%	-1.5%	-1.3%	0.0%	
Successive 24 Hour Period																				
DS1	BOC & Affiliates	1	1	1	1	1	2	2	2	2	1	3	1	1	9	3	2	10	1	
DS1	Non-Affiliates	4	2	1	3	3	6	5	1	1	6	1	1	11	2	6	2	5	(4)	
	Difference	(3)	(1)	(2)	(2)	(4)	(4)	(2)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(4)	
DS1	BOC & Affiliates	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
DS1	Non-Affiliates	1	1	1	1	1	1	1	1	1	1	1	1	1	1	9	1	1	4	
	Difference	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(8)	-	(3)	-	
DS0	BOC & Affiliates	1	1	1	1	1	1	11	7	4	1	7	1	1	1	1	1	1	1	
DS0	Non-Affiliates	1	3	4	1	1	11	9	7	11	7	11	11	11	11	1	1	7	1	
	Difference	-	(2)	(2)	(3)	(1)	-	(1)	-	(1)	(1)	(1)	(1)	(1)	(1)	-	-	(6)	-	

Performance Measurement No. 3 - Exchange Access
Time in Firm Order Confirmation
(measured in terms of percentage received within each successive 24 hour period until 95% is achieved)

Product Entity	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Sep-02	Dec-02	
Texas Results																			
% Met In First 24 Hour Period																			
DS1 BOC & Affiliates	97.6%	100.0%	95.9%	95.1%	85.7%	98.0%	94.9%	91.1%	91.8%	92.4%	92.5%	92.9%	93.5%	93.5%	96.0%	96.9%	96.9%	96.9%	
DS1 Non-Affiliates	90.3%	89.0%	90.7%	93.0%	88.3%	93.0%	91.4%	90.9%	85.0%	90.4%	90.5%	91.3%	91.3%	81.1%	52.2%	61.7%	78.8%	78.8%	
<i>Difference</i>	-1.02%	-1.02%	-5.28%	-6.75%	-7.30%	-9.20%	-3.55%	-2.19%	-6.83%	-6.01%	-1.92%	-1.18%	-1.97%	-8.39%	-11.57%	-41.24%	-14.12%	-18.12%	
DS1 BOC & Affiliates	99.4%	99.1%	98.1%	97.5%	98.9%	97.8%	98.2%	97.8%	99.0%	98.9%	97.7%	98.5%	98.8%	99.4%	99.7%	97.8%	98.6%	97.8%	
DS1 Non-Affiliates	97.6%	98.0%	98.9%	98.4%	98.6%	98.7%	98.0%	98.3%	98.7%	98.3%	98.2%	98.3%	97.5%	98.3%	89.1%	80.6%	92.9%	92.9%	
<i>Difference</i>	-1.82%	-1.14%	0.79%	0.85%	-0.27%	0.87%	-0.24%	0.76%	-0.31%	-0.61%	-0.73%	-0.15%	-0.64%	-1.66%	-6.16%	-8.78%	-9.08%	-4.82%	
DS0 BOC & Affiliates	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	74.3%	72.2%	87.7%	76.3%	70.5%	78.4%	99.3%	98.6%	99.1%	98.5%	98.5%	
DS0 Non-Affiliates	97.0%	91.5%	85.2%	92.6%	99.8%	99.5%	60.5%	74.1%	77.0%	66.7%	70.0%	69.8%	99.3%	99.6%	99.8%	91.3%	98.7%	98.3%	
<i>Difference</i>	3.01%	-4.65%	-1.80%	-7.36%	-0.18%	-0.41%	-13.97%	-13.97%	-10.68%	-9.13%	-10.45%	-9.13%	-8.38%	-0.45%	-0.01%	-0.76%	-7.44%	-10.65%	-2.24%
Successive 24 Hour Period																			
when 95% was achieved																			
DS1 BOC & Affiliates	1	1	1	1	1	1	1	2	2	3	1	2	2	1	2	2	1	1	
DS1 Non-Affiliates	3	2	2	4	2	3	3	2	3	2	2	2	2	6	6	11	10	5	
<i>Difference</i>	(2)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(4)	(4)	(9)	(9)	(4)	
DS1 BOC & Affiliates	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
DS1 Non-Affiliates	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
<i>Difference</i>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(2)	
DS0 BOC & Affiliates	1	1	1	1	1	1	1	11	11	7	9	11	9	1	1	1	1	1	
DS0 Non-Affiliates	1	2	2	4	1	1	1	10	8	11	7	7	1	1	3	7	1	-	
<i>Difference</i>	-	(1)	(1)	(1)	(1)	-	-	(1)	(1)	(1)	(1)	(1)	(1)	-	(2)	(6)	-	-	

Performance Measurement No 3 - Exchange Access
Time to Firm Order Confirmation

(measured in terms of percentage received within each successive 24 hour period, until 95% is achieved)

Product Family	Jan-01	Feb-03	Mar-01	Apr-03	May-01	Jun-01
Arkansas Results						
% Met In First 24 Hour Period						
DS3 BOC & Other Affiliates	81.30%	91.70%	60.00%	100.00%	88.90%	100.00%
DS3 Section 272 Affiliates	100.00%	100.00%	92.30%	100.00%	0.00%	0.00%
DS3 Non-Affiliates	44.20%	72.70%	41.70%	40.70%	51.60%	68.40%
Difference - Non-affiliates less BOC & Other Affiliates	-19.10%	19.00%	-18.30%	59.30%	-37.30%	-31.60%
Difference - Non-affiliates less Section 272 Affiliates	-5.80%	-27.30%	-50.60%	-59.30%	31.60%	68.40%
DS1 BOC & Other Affiliates	98.60%	100.00%	98.40%	95.30%	91.70%	96.40%
DS1 Section 272 Affiliates	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%
DS1 Non-Affiliates	94.30%	87.50%	92.50%	93.80%	84.10%	75.80%
Difference - Non-affiliates less BOC & Other Affiliates	-4.30%	-12.50%	-5.90%	-7.50%	-6.80%	-20.60%
Difference - Non-affiliates less Section 272 Affiliates	-5.70%	-12.50%	-7.50%	91.80%	84.10%	75.80%
DS0 BOC & Other Affiliates	91.80%	100.00%	100.00%	95.20%	100.00%	100.00%
DS0 Section 272 Affiliates	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%
DS0 Non-Affiliates	98.00%	99.40%	98.10%	98.20%	95.90%	92.30%
Difference - Non-affiliates less BOC & Other Affiliates	-4.20%	-0.60%	-1.90%	-1.00%	-4.10%	-7.70%
Difference - Non-affiliates less Section 272 Affiliates	-2.00%	-0.60%	-1.90%	3.80%	91.90%	92.00%
Successive 24 Hour Period when 95% was achieved						
DS3 BOC & Other Affiliates	2	3	6	1	1	1
DS3 Section 272 Affiliates	1	1	5	1	n/a	n/a
DS3 Non-Affiliates	5	11	5	1	4	4
Difference - Non-affiliates less BOC & Other Affiliates	3	8	-1	2	-8	3
Difference - Non-affiliates less Section 272 Affiliates	4	10	0	2	n/a	n/a
DS1 BOC & Other Affiliates	1	1	1	1	3	1
DS1 Section 272 Affiliates	1	1	1	n/a	n/a	n/a
DS1 Non-Affiliates	3	3	2	2	4	5
Difference - Non-affiliates less BOC & Other Affiliates	2	2	1	1	4	4
Difference - Non-affiliates less Section 272 Affiliates	2	2	1	n/a	n/a	n/a
DS0 BOC & Other Affiliates	3	1	1	1	1	1
DS0 Section 272 Affiliates	1	1	1	1	n/a	n/a
DS0 Non-Affiliates	1	1	1	1	1	3
Difference - Non-affiliates less BOC & Other Affiliates	-2	0	0	0	2	n/a
Difference - Non-affiliates less Section 272 Affiliates	0	0	0	0	n/a	n/a

Performance Measurement No 3 - Exchange Access
I Time to Firm Order Confirmation

(measured in terms of percentage received within each successive 24 hour period, until 95% is achieved)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
California Results						
DS1 % Met In First 24 Hour Period	69 90%	69 40%	71 90%	44 60%	64 40%	79 00%
DS1 BOC & Other Affiliates	100 00%	100 00%	96 90%	100 00%	100 00%	0 00%
DS3 Section 272 Affiliates	85 10%	83 30%	74 80%	73 48%	74 50%	75 90%
DS3 Non-Affiliates	24 20%	13 90%	22 90%	28 88%	10 10%	-3 10%
Difference - Non-affiliates less BOC & Other Affiliates	-14 00%	-16 70%	-22 00%	-26 52%	-21 50%	71 90%
Difference - Non-affiliates less Section 272 Affiliates						
DS1 BOC & Other Affiliates	82 40%	78 00%	87 80%	83 10%	90 50%	90 10%
DS1 Section 272 Affiliates	100 00%	100 00%	100 00%	98 00%	100 00%	0 00%
DS1 Non-Affiliates	96 00%	95 40%	93 40%	94 00%	91 00%	90 50%
Difference - Non-affiliates less BOC & Other Affiliates	13 60%	17 40%	5 60%	10 70%	0 50%	0 40%
Difference - Non-affiliates less Section 272 Affiliates						
DS0 BOC & Other Affiliates	91 50%	97 00%	100 00%	97 80%	88 90%	96 10%
DS0 Section 272 Affiliates	100 00%	100 00%	100 00%	96 60%	0 00%	0 00%
DS0 Non-Affiliates	97 10%	89 90%	98 50%	96 10%	99 00%	97 80%
Difference - Non-affiliates less BOC & Other Affiliates	5 60%	-7 10%	-1 50%	-1 70%	10 10%	1 70%
Difference - Non-affiliates less Section 272 Affiliates						
Successive 24 Hour Period when 95% was achieved						
DS3 BOC & Other Affiliates	6	5	5	6	7	6
DS3 Section 272 Affiliates	1	1	1	1	1	0
DS3 Non-Affiliates	4	5	7	4	7	4
Difference - Non-affiliates less BOC & Other Affiliates	-2	0	2	-2	0	-2
Difference - Non-affiliates less Section 272 Affiliates						
DS1 BOC & Other Affiliates	5	3	3	2	2	2
DS1 Section 272 Affiliates	1	1	1	1	1	0
DS1 Non-Affiliates	1	1	2	2	2	2
Difference - Non-affiliates less BOC & Other Affiliates	-4	-2	-1	0	0	0
Difference - Non-affiliates less Section 272 Affiliates						
DS0 BOC & Other Affiliates	10	1	1	1	2	1
DS0 Section 272 Affiliates	1	1	1	1	0	0
DS0 Non-Affiliates	1	11	1	1	1	1
Difference - Non-affiliates less BOC & Other Affiliates	-9	10	0	-1	0	1
Difference - Non-affiliates less Section 272 Affiliates						

**Performance Measurement #0.3 - Exchange Access
Time to Firm Order Confirmation**

(measured in terms of percentage received within each successive 24 hour period until 95% is achieved)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-01
Kansas Results						
% Met In First 24 Hour Period						
DS3 BOC & Other Affiliates	81 30%	87 50%	93 30%	85 70%	77 80%	100 00%
DS3 Section 272 Affiliates	100 00%	100 00%	96 80%	100 00%	0 00%	0 00%
DS3 Non-Affiliates	50 00%	48 50%	40 30%	66 10%	48 70%	
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-31 30%	-44 80%	-43 40%	-11 70%	51 30%	
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-50 00%	-48 30%	-59 70%	66 10%	48 70%	
DS1 BOC & Other Affiliates	97 90%	97 80%	98 50%	95 70%	96 40%	97 10%
DS1 Section 272 Affiliates	100 00%	100 00%	100 00%	100 00%	0 00%	0 00%
DS1 Non-Affiliates	89 10%	86 80%	95 50%	81 80%	82 60%	85 80%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-8 60%	-11 00%	3 00%	11 90%	-13 80%	12 10%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-9 10%	-13 20%	4 10%	16 20%	8 2 60%	8 1 00%
DS0 BOC & Other Affiliates	97 50%	100 00%	100 00%	100 00%	96 10%	100 00%
DS0 Section 272 Affiliates	100 00%	100 00%	100 00%	75 00%	0 00%	0 00%
DS0 Non-Affiliates	100 00%	100 00%	97 40%	95 60%	96 00%	81 10%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	2 50%	0 00%	-2 60%	-4 40%	-0 30%	-14 70%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	0 00%	0 00%	-2 60%	10 60%	36 00%	81 30%
Successive 24 Hour Period when 95% was achieved						
DS3 BOC & Other Affiliates	4	7	2	2	4	1
DS3 Section 272 Affiliates	1	1	1	1	0	0
DS3 Non-Affiliates	11	8	9	5	3	8
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	7	1	3	-6	7	
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	10	7	8	4	3	8
DS1 BOC & Other Affiliates	1	1	1	1	1	1
DS1 Section 272 Affiliates	3	1	1	1	0	0
DS1 Non-Affiliates	6	3	1	5	1	4
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	5	2	0	4	10	3
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	3	2	0	4	11	4
DS0 BOC & Other Affiliates	1	1	1	1	1	1
DS0 Section 272 Affiliates	1	1	1	4	0	0
DS0 Non-Affiliates	1	1	1	1	1	2
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	0	0	0	0	0	1
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	0	0	0	-1	1	2

Performance Measurement No. 3 - Exchange Access
Time to Firm Order Confirmation

(measured in terms of percentage received within each successive 24 hour period, until 95% is achieved)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Missouri Results						
% Met In First 24 Hour Period						
DS1 BOC & Other Affiliates	100.00%	91.70%	65.60%	90.60%	91.50%	97.10%
DS1 Section 272 Affiliates	100.00%	100.00%	100.00%	81.80%	100.00%	0.00%
DS1 Non-Affiliates	55.60%	41.90%	53.30%	54.20%	55.90%	15.70%
Difference - Non-affiliates less BOC & Other Affiliates	-44.40%	-49.80%	-12.30%	-16.40%	-3.560%	-61.40%
Difference - Non-affiliates less Section 272 Affiliates	-44.40%	-58.10%	-27.60%	-46.70%	-27.60%	-35.70%
DS1 BOC & Other Affiliates	98.80%	98.80%	97.30%	96.10%	95.50%	95.80%
DS1 Section 272 Affiliates	36.80%	75.60%	100.00%	100.00%	0.00%	0.00%
DS1 Non-Affiliates	91.40%	88.60%	87.60%	81.20%	80.70%	82.60%
Difference - Non-affiliates less BOC & Other Affiliates	-7.20%	-10.20%	-9.70%	-14.90%	-14.80%	-13.20%
Difference - Non-affiliates less Section 272 Affiliates	-54.60%	-13.60%	-12.40%	-18.80%	-80.70%	-82.60%
DS0 BOC & Other Affiliates	100.00%	100.00%	100.00%	100.00%	98.40%	100.00%
DS0 Section 272 Affiliates	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%
DS0 Non-Affiliates	98.80%	97.50%	99.10%	96.80%	88.40%	95.20%
Difference - Non-affiliates less BOC & Other Affiliates	-1.20%	-2.50%	-0.90%	-3.20%	-4.80%	-4.80%
Difference - Non-affiliates less Section 272 Affiliates	-1.20%	-2.50%	-0.90%	-3.20%	-88.40%	-95.20%
Successive 24 Hour Period when 95% was achieved						
DS1 BOC & Other Affiliates	1	2	7	2	3	1
DS1 Section 272 Affiliates	1	1	1	4	1	0
DS1 Non-Affiliates	11	8	9	6	11	11
Difference - Non-affiliates less BOC & Other Affiliates	-10	6	2	4	8	10
Difference - Non-affiliates less Section 272 Affiliates	-10	7	8	2	10	11
DS1 BOC & Other Affiliates	1	1	1	1	1	1
DS1 Section 272 Affiliates	9	3	1	1	0	4
DS1 Non-Affiliates	2	6	4	7	11	7
Difference - Non-affiliates less BOC & Other Affiliates	-1	5	3	6	10	6
Difference - Non-affiliates less Section 272 Affiliates	-7	3	3	6	11	3
DS0 BOC & Other Affiliates	1	1	1	1	1	1
DS0 Section 272 Affiliates	1	1	1	1	0	0
DS0 Non-Affiliates	0	0	0	0	3	1
Difference - Non-affiliates less BOC & Other Affiliates	0	0	0	2	0	0
Difference - Non-affiliates less Section 272 Affiliates	0	0	0	3	1	1

Performance Measurement No. 3 - Exchange Access
'Time to Firm Order Confirmation'

(measured in terms of percentage received within each successive 24 hour period, until 95% is achieved)

Product Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Nevada Results						
% Met In First 24 Hour Period						
DS3 BOC & Other Affiliates						
DS3 Section 272 Affiliates						
DS3 Non-Affiliates						
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>						
DS1 BOC & Other Affiliates						
DS1 Section 272 Affiliates						
DS1 Non-Affiliates						
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>						
DS0 BOC & Other Affiliates						
DS0 Section 272 Affiliates						
DS0 Non-Affiliates						
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>						
Successive 24 Hour Period when 95% was achieved						
DS3 BOC & Other Affiliates						
DS3 Section 272 Affiliates						
DS3 Non-Affiliates						
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>						
DS1 BOC & Other Affiliates						
DS1 Section 272 Affiliates						
DS1 Non-Affiliates						
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>						
DS0 BOC & Other Affiliates						
DS0 Section 272 Affiliates						
DS0 Non-Affiliates						
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>						
<i>Difference - Non-affiliates less Section 272 Affiliates</i>						

Performance Measurement No. 3 - Exchange Access
Time to Firm Order Confirmation

(measured in terms of percentage received within each successive 24 hour period, until 95% is achieved)

Product Entry	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Oklahoma Results						
% Met In First 24 Hour Period						
DS1 BOC & Other Affiliates	91.70%	85.70%	90.50%	92.00%	87.50%	87.50%
DS3 Section 272 Affiliates	100.00%	87.10%	90.00%	93.80%	0.00%	0.00%
DS3 Non-Affiliates	59.50%	69.20%	45.10%	50.00%	51.40%	42.30%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	12.20%	-45.40%	-42.00%	-16.10%	45.20%	
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	.40 .50%	.18 .10%	.44 .90%	.43 .80%	.31 .40%	.42 .30%
DS1 BOC & Other Affiliates	100.00%	99.20%	89.50%	96.10%	98.00%	94.20%
DS1 Section 272 Affiliates	94.45%	100.00%	93.80%	62.50%	100.00%	0.00%
DS1 Non-Affiliates	91.10%	96.00%	96.80%	93.50%	94.00%	81.90%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	.8 .90%	-3.20%	7.10%	2.80%	4.00%	-12.30%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	.1 .34%	-.4 .00%	.1 .00%	-.6 .00%	.8 .10%	
DS0 BOC & Other Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DS0 Section 272 Affiliates	92.86%	100.00%	95.83%	100.00%	0.00%	0.00%
DS0 Non-Affiliates	97.50%	100.00%	98.30%	100.00%	98.30%	98.20%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-2.50%	0.00%	-1.70%	0.00%	-1.70%	-1.80%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	4.44%	0.00%	2.47%	0.00%	9.83%	9.82%
Successive 24 Hour Period when 95% was achieved						
DS3 BOC & Other Affiliates	3	11	2	2	4	4
DS3 Section 272 Affiliates	1	4	2	2	0	0
DS3 Non-Affiliates	11	4	9	5	6	11
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	.8	-.7	.7	3	2	7
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	10	0	7	3	6	11
DS1 BOC & Other Affiliates	1	1	2	1	1	2
DS1 Section 272 Affiliates	11	1	2	11	1	0
DS1 Non-Affiliates	2	1	1	2	2	7
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	1	0	-.1	1	1	5
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	.9	0	-.1	0	1	7
DS0 BOC & Other Affiliates	1	1	1	1	1	1
DS0 Section 272 Affiliates	2	1	1	1	0	0
DS0 Non-Affiliates	1	1	1	1	1	1
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	0	0	0	0	0	0
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-.1	0	0	1	1	1

**Performance Measurement No. 3 - Exchange Access
Time to Firm Order Confirmation**

(measured in terms of percentage received within each successive 24 hour period, until 95% is achieved)

Product Entity	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01
Texas Results						
% Met In First 24 Hour Period						
DS3 BOC & Other Affiliates	96.30%	98.00%	91.20%	78.50%	90.50%	100.00%
DS3 Section 272 Affiliates	91.70%	99.50%	97.50%	98.00%	100.00%	100.00%
DS3 Non-Affiliates	63.50%	72.60%	62.10%	58.60%	68.00%	56.10%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-25.40%	-12.80%	-29.10%	-19.90%	-22.50%	-43.90%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	28.20%	-26.50%	-31.40%	-39.40%	32.00%	-43.90%
DS1 BOC & Other Affiliates	98.30%	97.10%	95.90%	95.90%	90.50%	76.30%
DS1 Section 272 Affiliates	98.80%	96.90%	98.40%	100.00%	100.00%	0.00%
DS1 Non-Affiliates	90.40%	89.80%	83.70%	80.70%	84.40%	82.60%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-7.90%	-7.30%	-12.20%	-1.1.20%	-6.10%	6.30%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-8.40%	-7.10%	-14.70%	-10.10%	-15.60%	-82.60%
DS0 BOC & Other Affiliates	99.00%	97.60%	98.70%	96.30%	98.00%	96.90%
DS0 Section 272 Affiliates	100.00%	100.00%	97.20%	100.00%	0.00%	0.00%
DS0 Non-Affiliates	92.20%	96.70%	90.30%	73.60%	88.00%	82.20%
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	-6.80%	-0.90%	-8.40%	-23.30%	-10.40%	-14.70%
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	-7.80%	-3.30%	-6.50%	-27.00%	-28.00%	-82.20%
Successive 24 Hour Period when 95% was achieved						
DS3 BOC & Other Affiliates	1	1	3	1	11	1
DS3 Section 272 Affiliates	4	1	1	1	1	1
DS3 Non-Affiliates	6	7	4	4	4	8
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	5	6	1	-7	7	7
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	2	6	3	3	3	7
DS1 BOC & Other Affiliates	1	1	1	1	5	11
DS1 Section 272 Affiliates	1	1	1	1	1	0
DS1 Non-Affiliates	3	4	4	10	9	5
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	2	3	3	9	4	-6
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	2	3	3	9	8	5
DS0 BOC & Other Affiliates	1	1	1	1	1	1
DS0 Section 272 Affiliates	1	1	1	1	0	0
DS0 Non-Affiliates	2	1	2	4	7	10
<i>Difference - Non-affiliates less BOC & Other Affiliates</i>	1	0	1	3	6	9
<i>Difference - Non-affiliates less Section 272 Affiliates</i>	1	0	1	3	7	10